

FOGUS



A Newsletter for Customers of the GSA Public Buildings Service

Spring 2009

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GSA Celebrates60 Years of Public Service

he present arrangements, which have been developed under piecemeal legislation dating as far back as 1870, are inadequate to meet the present requirements of the government.

So concluded the 1948 Hoover Commission, appointed by President Harry S. Truman to improve the once-disjointed process of supplying federal agencies with goods, services and workspace. The Commission's findings led to legislation that Truman signed on June 30, 1949, creating the U.S. General Services Administration (GSA).

GSA brought under one roof the administrative functions of the Treasury Department's Bureau of Federal Supply and its Office of Contract Settlement. The National



A Legacy of Service, a Pursuit of Excellence

Archives, Federal Works Agency, War Assets Administration, and the Office of Supervising Architect at Treasury also became part of GSA.

The core of today's GSA is comprised of the Public Buildings Service (PBS) and the Federal Acquisition Service (FAS). PBS, the largest public real estate organization in the country, provides workspace and workplace solutions to more than 100 federal agencies representing over a million federal civilian workers in more than 2,000 American communities. FAS benefits client agencies, as well as taxpayers, by leveraging the government's enormous buying power to lower costs for goods and services.

GSA's Mid-Atlantic PBS supports federal workers located in approximately 770 federal and leased facilities, totaling 35 million square feet of space.

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From the Desk of **Dale Anderson**

This is a significant time in our nation's history. The objectives of the American Recovery and Reinvestment Act of 2009 are far reaching and

intended to strengthen our nation's infrastructure and energy independence. Under the Recovery Act, the U.S. General Services Administration (GSA) received about \$5.5 billion for building projects nationwide, more than 80% of which is directed toward converting federal facilities to high-performance green buildings.

GSA Mid-Atlantic Region received about \$164 million of those funds and we are poised to execute a number of projects to help spur our nation's economic recovery, address strategic energy goals and reinvest in our public buildings. Recovery Act projects are planned in the following buildings:

- Delaware: J. Caleb Boggs U.S. Courthouse in Wilmington
- Maryland: Centers for Medicare & Medicaid Services Headquarters in Woodlawn
- Pennsylvania: U.S. Custom House, Veteran Affairs Center at 5000 Wissahickon Avenue, James A. Byrne U.S. Courthouse and William J. Green, Jr. Federal Building, all located in Philadelphia
- Virginia: Richard H. Poff Federal Building in Roanoke, Spottswood W. Robinson III and Robert R. Merhige, Jr. U.S. Courthouse in Richmond
- West Virginia: Federal Building in Huntington, Robert C. Byrd U.S.
 Courthouse in Charleston, and the Bureau of Alcohol, Tobacco, Firearms and Explosives Building in Martinsburg

Please visit **www.gsa.gov/recovery** for a complete list of GSA Recovery Act projects nationwide.

In this edition of *Focus*, you'll read about GSA's proud heritage, leading by example since its inception 60 years ago. You'll learn about the great strides we have made toward meeting the goal of Executive Order 13423 which mandates a 30% energy reduction in all federal facilities between 2003 and 2015. You'll also read highlights from a tenant celebration at the William S. Moorhead Federal Building in Pittsburgh, where we recently completed a major modernization demonstrating GSA's commitment to responsible stewardship of our nation's public assets. Strong relationships with our federal clients and our private sector partners made the successful completion of this project possible.

As we look toward the future, we will need to continue to rely on our strong partnerships to meet the goals of the Recovery Act. We recognize the enormous opportunities that lie ahead, and we are energized to demonstrate our talents and capabilities. We are eager to work with you as we continue to provide superior workplace solutions for the federal community at good economies to the American taxpayer.

Dale Anderson

Acting Regional Commissioner Public Buildings Service

Mid-Atlantic Region

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GSA Celebrates 60 Years of Public Service

Mid-Atlantic FAS is responsible for overseeing and managing the spending of over \$3.4 billion of the U.S. Government's business with civilian and military federal agencies around the world. All of this work is accomplished by over 1,000 employees throughout the six state region—Pennsylvania, Maryland, Virginia, West Virginia, Delaware, and New Jersey—as well as through offices in Europe.

1950s and 1960s

The agency was revolutionary. For the first time, responsibility for overall federal property management (real and personal property) was consolidated in one agency. In addition to the daunting task of getting a new operation up and running, inaugural Administrator Jess Larson had to oversee the renovation of a well-known, but very old property at 1600 Pennsylvania Avenue.

Though renovating the White House was a novel venture, GSA would rack up many more "firsts" in the years to come. The agency also:

- ❖ Began the first motor pool in 1954
- Coined use of the term "telecommunications system" in 1957 to describe phone service
- Was responsible for the inter-city Federal Telecommunications System in 1963
- Initiated the Federal Procurement Regulation System in 1959

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GSA began the first motor pool in 1954 and today owns or leases over 200,000 vehicles.

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In the 1950s and 1960s, GSA took on another critical assignment: emergency preparedness and stockpiling strategic materials that would be in short supply in war-time. GSA held various emergency management functions until they were transferred to the Federal Emergency Management Agency (FEMA) in 1979. Another revolutionary change came in September 2000, when GSA launched the official web portal for the federal government (FirstGov.gov). Renamed USA.gov in 2007 and re-launched along with Spanish-language GobiernoUSA.gov, the site has vastly simplified citizen access to government information and services.

1970s and 1980s

The Federal Buildings Fund was authorized in 1972 and became operational in 1974 when GSA issued its first rent bills to federal agencies.

In 1979, field offices of the GSA National Capitol Region were combined to form GSA's Region 3 (now known as the Mid-Atlantic Region) to establish a closer presence and better serve our clients in the Mid-Atlantic area.



Remembering back to the early days of the Mid-Atlantic Region 1986 PBS managers

GSA introduced the federal government to charge cards in 1984, and today more than 2 million GSA cards are used by government employees. GSA opened its first child care center in 1987 and today manages 112 centers for more than 8,000 children in federal facilities across the country. The Mid-Atlantic

Region is host to nine of these centers-all of which are accredited by the National Association for the Education of Young Children (NAEYC).

1990s and Beyond

During the 1990s, GSA transformed itself to enter the 21st Century. E-Government took center stage, and GSA championed the creation of internet commerce.

During the 1990s, PBS introduced its Design Excellence Program in order to streamline the way GSA selects architects

and engineers for major construction projects. The program has resulted in outstanding and enduring examples of federal architecture, significantly changing the course of public architecture.



enables GSA to better align the delivery of its services in an ever-changing business world.

GSA continues to pioneer new technologies and programs, incorporating principles of sustainable design and energy

> efficiency into all of its building projects. GSA leads the way in "Going Green" and sets an example of sustainable design possibilities for the private sector.

A further sweeping

the GSA Federal

change at GSA occurred

in 2006 and 2007, when

Technology Service and

GSA Federal Supply Service (FSS) were

merged into the new

Acquisition Service

GSA operations and

transparent. Today's business procedures are

more effective, efficient,

and logical for customers

and vendors. FAS also

processes more

(FAS). FAS has made

GSA Federal

As in the past, today's GSA provides expertly managed space, products, services and solutions at best value to federal agencies so they may, in turn, focus squarely on their core missions. The agency's successes over the years have been driven by a world class workforce and a willingness to regularly examine, evaluate and, when appropriate, reorganize to



The Social Security Administration's Annex Building in Woodlawn, MD, was the first GSA LEED® Certified building.

ensure GSA's place as the government's premier procurement agency. Looking to the future, GSA will remain a citizenfocused, best-value supplier of goods, services and workspace for government agencies. �

Retro-Commissioning Lite: Reaching the Energy Target

xecutive Order 13423 "Strengthening Federal Environmental, Energy, and Transportation Management" and the Energy Independence and Security Act of 2007 mandate a 30% energy reduction for all federal facilities between 2003 and 2015.

In order to meet the 30% energy reduction goal, the U.S. General Services Administration (GSA) is identifying operational issues that contribute to excessive energy consumption. The Mid-Atlantic Region has implemented a process known as Retro-Commissioning Lite, which resolves known operational shortcomings of HVAC systems to achieve efficient system performance, improve tenant satisfaction, and reduce energy consumption. As a result, the GSA Richmond Field Office has already met their 2015 goal by achieving over a 35% aggregate energy reduction in seven Virginia buildings.

Retro-Commissioning Lite focuses on all energy-using systems in the building. By identifying existing energy inefficiencies and making improvements in energy consumption, the building then produces energy cost savings, achieving the energy waste reduction goal. The Lite approach increases the maintenance contractors' understanding of operating an efficient building.

Retro-Commissioning Lite utilizes information obtained from the Building Automation System (BAS), allowing GSA property managers to evaluate the data. A BAS is a real-time application used to control, monitor and schedule building equipment operation and also provides trending information. The BAS data gives the property managers the information they need to resolve operational issues, resulting in more efficient energy usage.

GSA is successfully implementing Retro-Commissioning Lite to meet federal energy reduction goals. For example, the process was recently completed in seven Virginia buildings totaling approximately 1.4 million square feet. Among these buildings were the Walter E. Hoffman U.S. Courthouse, the Norfolk Federal Building, and Richmond Federal Building which all received an ENERGY STAR® rating as a result of Retro-Commissioning Lite Improvements.

The deferred cost savings for this effort totaled \$329,500 per year over the last two years. The reduction of 2,549 metric tons of carbon dioxide from just three of these buildings is equivalent to carbon dioxide emissions from the energy use for 225 family homes.

GSA Norfolk Field Office Facilities Services Manager Michael Sullivan comments, "Retro-Commissioning Lite was a success because it brought together key individuals involved in the operation of the building and created an environment where opportunities could be discussed and the HVAC systems tweaked to meet the occupants needs all the while reducing the building energy consumption."

GSA continues its efforts to maximize energy efficiency in our Mid-Atlantic Region facilities, while still providing the best workspaces possible for our agencies to perform their missions.



The Owen B. Pickett U.S. Customhouse in Norfolk, Virginia was one of the seven buildings in Virginia that contributed to an overall 35% energy reduction in buildings managed by the GSA Richmond Field Office.

GSA Houses New Office

of Infrastructure Protection

s a relatively new federal agency, the Department of Homeland Security (DHS) has met and overcome many challenges since their creation under the Homeland Security Act of 2002, not the least of which includes

simply finding space to house their diverse operations. The U.S. General Services Administration (GSA) recently assisted in housing DHS's first Office of Infrastructure Protection (IP) in the nation.

The goal of the National Infrastructure Protection Plan is to build a safe. more secure, and more resilient America by enhancing protection of the nation's Critical Infrastructure and Kev Resources ranging from the nation's electric power, food and drinking water to its

national monuments, telecommunications and transportation systems, chemical facilities and much more.

The Mid-Atlantic Region is now the home to a division of IP called Chemical Facility Anti-Terrorism Standards (CFATS) which currently concentrates on identifying high risk chemical facilities in order to improve security. This office serves the territory of Pennsylvania, Delaware, Maryland, West Virginia, and Virginia.



Robert N.C. Nix Federal Building and U.S. Post Office located at 900 Market Street in Philadelphia, PA

As a vital aspect of DHS's mission, GSA was tasked with getting CFATS—the nation's first operating IP/ Infrastructure Security Compliance Division—up and running quickly. GSA obtained the 1,258 square feet of temporary space needed for this new agency to commence operation in the Robert N.C. Nix Federal Building and U.S. Post Office in Philadelphia, PA. This temporary lease provides 12-15 employees with the space they need to commence operations while GSA finds a more permanent location.

Donald Keen, Inspector for the Office of Infrastructure Protection/Infrastructure Security Compliance Division, comments on GSA's expertise stating, "GSA dedicated all necessary resources and moved swiftly to secure professional office space, which has enabled us to focus on our mission of helping to secure chemical facilities in the United States." •



"GSA dedicated all necessary resources and moved swiftly to secure professional office space, which has enabled us to focus on our mission of helping to secure chemical facilities in the United States.'

— Donald Keen Inspector for the Office of Infrastructure Protection/ Infrastructure Security Compliance Division

Ask a RAM

OUESTION:

I understand there are recent changes in federal workplace smoking regulations. What are they and what is my role in implementing them?

ANSWER:

Executive Order 13058 of August 1997, "Protecting Federal Employees and the Public from Exposure to Tobacco Smoke in the Federal Workplace," established a smoke-free environment for federal employees and members of the public visiting or using federal facilities. The Executive Order bans smoking in all Executive Branch facilities, all interior space owned, rented, or leased space by the Executive Branch of the federal government.

On December 22, 2008, GSA published the Federal Management Regulation (FMR) Bulletin 2009-B1 on Protecting Federal Employees and the Public from Exposure to Tobacco Smoke in the Federal Workplace. This Bulletin cancels and replaces GSA Bulletin FPMR D-245 of October 1997, and enforces additional restrictions in GSA-controlled buildings.

FMR Bulletin 2009-B1 calls for a smoke-free workplace for federal employees and the visiting public in leased or owned buildings and space under the jurisdiction, custody or control of GSA. This includes buildings delegated to other agencies by the Administrator of General Services.

Major aspects of the FMR modification include:

- prohibition on smoking within 25 feet of outdoor doorways and fresh air intake ducts
- elimination of smoking in courtyards ("an area wholly or partially surrounded by walls or buildings")
- agency-sponsored smoking cessation programs, providing training and program materials to help smokers quit Contact information on cessation programs is included in FMR Bulletin 2009-B1
- closure of all designated interior smoking rooms by June 19, 2009

Federally leased space located in a privately owned building is subject to state and local government smoking restrictions. In some instances, these restrictions may be more stringent than the federal policy. However, unless the entire property and grounds are leased to the government, smoking restrictions near doorways and in courtyards are not enforceable.

Spaces not included in the smoking ban include:

- * residential accommodations in buildings owned, leased, rented by the federal government
- portions of federally-owned buildings leased, rented, or otherwise provided (in their entirety) to non-federal parties
- places of employment in the private sector or in other nonfederal governmental units that serve as the permanent or intermittent duty station of one or more federal employees

The FMR also allows Executive agency heads to establish limited and narrow exceptions that are necessary to accomplish agency missions. Such exceptions must be in writing, approved by the agency head and, to the fullest extent possible, provide protection of non-smokers from exposure to environmental tobacco smoke. Agencies that seek out this exemption are responsible for all related funding and must comply with the FMR Bulletin 2009-B1 25 foot rule as it relates to tobacco smoke exhaust.

GSA communicated the details of FMR Bulletin 2009-B1 to the National Labor Unions; however, each agency must meet their legal obligations under the Federal Service Labor - Management Relations Act, and negotiate with union representatives regarding these changes to smoking in and around buildings and space. Agencies have until June 19, 2009, to complete negotiations with their employee unions.

As a steward of real estate and realty services in the federal government, GSA has a responsibility and accountability to its clients to ensure that federal employees and the visiting public enjoy a workplace that is smoke-free. Carrying out this commitment will ensure that everyone using our facilities benefits from a healthy, comfortable, and productive workplace.

Additional Informational Resources:

- December 22, 2008 FMR Bulletin 2009-B1: www.gsa.gov/fmrbulletin and scroll down to "FMR Bulletins" where you can download FMR Bulletin 2009-B1, available either as a Word document or PDF file
- * Replaced FPMR Bulletin D-245: www.gsa.gov/fpmr then click on FPMR & Related Fields, scroll down to "FPMR Bulletins" where you can download FPMR Bulletin D-245, available either as a Word document or PDF file
- Frequently Asked Questions Regarding Smoking in GSA controlled facilities: www.gsa.gov/realpropertypolicy then click "FAQ Index." Scroll down to "Regulations Management" and click on "Smoking in Federal Buildings"
- Ken Holstrom, Office of Governmentwide Policy Regulations Management Division (MPR) (202) 208-0511 ken.holstrom@gsa.gov �

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Ian Grey Named Director of PBS Office of Client Solutions

an Grey was recently promoted to Director of the Public Buildings Service (PBS) Mid-Atlantic Region Office of Client Solutions. Ian brings over 34 years of private and public customer service experience to his new position. Some clients may know Ian from his previous role as the GSA Delaware Valley Field Office Manager in Camden, New Jersey.

His new responsibilities include leading a staff of Regional Account Managers, Business Development Specialists and Communications Specialists. Ian says, "I look forward to the challenges ahead as the Office of Client Solutions team strives to exceed your expectations."

Ian began his career with the U.S. General Services Administration (GSA) Public Buildings Service in 1985, and in 1987 took the lead of the regional Space Planning Group. In 1994, Ian transitioned to the position of Project Manager, where he managed many complex projects and contributed to various GSA national initiatives. Ian served for two years as a Realty Services Group Manager in the Philatlantic Service Center beginning in 1997.

In 1999, Ian earned a promotion to Realty Services Officer in the Allegheny Service Center. In 2002, Ian returned to the Project

Management Division to serve as the Project Executive responsible for the oversight of several complex prospectus level projects in excess of \$400 million. Ian later transitioned to the position of Delaware Valley Field Office Manager. Throughout his career with GSA, Ian has provided excellence in customer service directly to his clients and through countless project teams.

"My career at GSA has provided me with countless opportunities to practice my passion for service, whether as a Project Manager or Field Office Manager. I believe all of us are afforded the opportunities to make a difference each day in the workplace, and whether one chooses to make that difference is a personal choice. I think GSA as an organization has created many paths to success, and following these paths is a choice left to all of us. I truly value the people I have been fortunate to be associated with, my colleagues and our customers," says lan.

"One of my favorite authors, Charles Dickens, penned the following: 'It is fair, even-handed, noble adjustment of things, that while there is infection in disease and sorrow, there is nothing in the world so irresistibly contagious as laughter and good-humor." 4

"I look forward to the challenges ahead as the Office of Client Solutions team strives to exceed your expectations."

— Ian Grey Director, PBS Mid-Atlantic Region Office of Client Solutions



Discover "Green" Products in the **GSA***Advantage!* Environmental Aisle

hether you are concerned about protecting the environment or are fulfilling a purchasing requirement, buying environmentally-friendly products is a sound, responsible choice. To simplify your agency's "green" products purchasing, the acquisition experts at GSA have developed the environmental aisle, available at GSA dvantage!.

Our environmental aisle provides you with direct access to thousands of products to help you achieve your mission and meet your environmental purchasing goals. Our vast array of "green" products includes: recycled paper and pens; biobased cleaners; California Air Quality–compliant paints and coatings; ENERGY STAR® printers and scanners; EPA's Comprehensive Procurement Guideline (CPG) folders and boxes; EPEAT® desktop computers; non-toxic adhesives and sanitizers; and much, much more!

Please visit www.gsaadvantage.gsa.gov/environmentalaisle to discover more about how the environmental aisle at GSAAdvantage! can help your agency meet its environmental products needs.

GSA is here to help. If you have questions about the GSAAdvantage! environmental aisle, please contact **Jeffrey Manthos** at **jeffrey.manthos@gsa.gov** or **(703) 605-2838**.



Tips for Greening Your Office

Print double-sided

Print as few copies as possible, but when you do print, always print two-sided. Use the "Print Preview" feature to proofread documents rather than printing out numerous draft copies.

Use energy saving equipment

Switch to energy efficient equipment. ENERGY STAR® models can switch to a power-saving mode when not in use.

Use email

Email, circulate, or post documents instead of making copies for everybody. Using email to distribute information in your office is a great way to save paper.

Recycle toner

Save ink toner by turning down the contrast on your computer when possible. Recycle toner cartridges when they are empty. You can also buy recycled toner cartridges, which are often cheaper.

Use recycled paper

Purchase recycled-content paper and other office supplies. You can also reuse some supplies—file folders, binders, and desk accessories can be reused many times.

Use computer features to save energy

Save energy by using the power management features on your monitor and CPU.

Store office files electronically

Store files electronically on shared directories or databases when possible. Create a central document filing system that many people can access.

Turn off office lights and equipment

Switch off lights and equipment when not in use. Don't forget to turn off PCs, monitors, printers and copiers nightly and on weekends. Office equipment and electronics use energy even when idle or on stand-by.

Commute green

Switch to public transportation, carpooling, biking, telecommuting and other innovative ways to save energy and reduce greenhouse gas emissions on your way to and from work.

GSA leads by example and helps federal agencies meet environmental goals. GSA is committed to the environment and uses green products and services daily. From purchasing recycled paper and managing office waste, to buying renewable power and managing energy efficient buildings, GSA uses green solutions to operate efficiently. Please visit www.gsa.gov/green to learn more about the green products and services offered, as well as GSA's sustainable programs.



Tenant Appreciation Celebrated at the

William S. Moorhead Federal Building

he Winter 2009 edition of Focus highlighted the final stages of a major modernization project at the William S. Moorhead Federal Building in Pittsburgh, PA. The project provided 437,000 square feet of modernized office space and updated facilities for over 40 federal agencies.

In recognition of the tenants' cooperation and dedication throughout renovations, the U.S. General Services Administration (GSA) and its contracting partners held a Tenant Appreciation Event on March 11, 2009, in the Moorhead Cafeteria. Photo displays and a short video highlighted aspect of the renovation project, allowing tenants and project team members to recall the history of the five-year project. •



Project Team for the Moorhead Renovation Project, including GSA project team members, Burchick Construction Company (general contractor), EYP (architectengineer), and URS Corporation (construction management) representatives



GSA Pittsburgh Field Office Building Manager Natalie Hazen speaks at the Tenant Appreciation Event, thanking tenants for their patience and dedication throughout the five year renovation project

2009 PBS Tenant Satisfaction Survey

he U.S. General Services Administration (GSA) Public Buildings Service (PBS) will survey tenants in select PBS owned, leased and delegated buildings throughout the nation this spring. The Tenant Satisfaction Survey, administered by the Gallup Organization, is designed to elicit feedback regarding your work environment. We will be asking for tenants' opinions on topics such as building cleanliness, indoor air quality, security, alterations and your overall satisfaction with your space and with GSA.

Those being surveyed will receive a postage-paid mailer which also provides instructions for online completion, if you prefer. Either the paper or web version takes about 10 minutes to complete.

To learn if your building will be surveyed this year, please visit www.gsa.gov/midatlanticsurvey and click on "Mid-Atlantic Buildings in the Tenant Satisfaction Survey."

If your building is scheduled to be surveyed this spring, we hope to hear from you. Thank you in advance for your time and feedback. 💠



A Wealth of **Procurement Expertise**

ike all federal agencies, the U.S. General Services Administration (GSA) is required by the Office of Management and Budget's Office of Federal Acquisition Policy to ensure Contracting Officers (COs) and Contracting Officer Technical Representatives (COTRs) who perform critical acquisition and technical functions are properly trained. The Mid-Atlantic Region goes above and beyond these basic requirements as a commitment to providing the best service to our clients as your provider of choice.

Our COs and COTRs are a vital part of the Mid-Atlantic Region's Public Buildings Service (PBS) because of the services they provide internally and to our clients. In order to meet our commitment to you, we have developed a strong contracting community atmosphere. The entire contracting organization meets on a monthly basis to discuss the latest regulations and requirements. This helps to ensure that all contracting work is carried out in the most efficient and effective manner.

The Federal Acquisition Certification in Contracting Program (FAC-C) requires all federal contracting officers to meet the core education, training, and experience requirements to be a contracting professional. The FAC-C program for Contracting Officers offers certification at the junior (Level I), intermediate (Level II), and senior (Level III) levels to reflect the need for an individual to meet increasingly rigorous standards for education, training, and experience throughout one's career. Mid-Atlantic Region PBS has 43 warranted Contracting Officers, 29 of them with Level III certification.

The federal contracting officers rely on the COTRs to ensure all contracts are managed properly to meet each agency's mission needs. GSA utilizes the Federal Acquisition Certification of Contracting Officer's Technical Representatives (FAC-COTR) certification as a mandatory requirement for those serving as COTRs within the agency. COTRs are an integral part of the acquisition workforce, ensuring the government receives what it contracts for. GSA has 106 employees in the PBS Mid-Atlantic Region currently FAC-COTR certified. This certification program is designed to promote the development of essential, standard acquisition competencies across GSA. The training includes 40 hours of Continuous Learning Points (CLPs) in COTR training, of which 22 hours must be completed from courses that focus on:

- COR with a Mission Focus
- Contracting Overview
- Market Research
- ❖ Contract Source Selection
- Ethics Training for Acquisition Technology & Logistics

GSA employees who are FAC-C and FAC-COTRs must also maintain their certification through continuous learning opportunities. The Mid-Atlantic Region PBS contracting staff is proactive and collaborative in their training. The PBS contracting leadership develops the CO and COTR community expertise through procurement and technical leadership committees. These committees provide directives and continuous training to ensure that the Mid-Atlantic PBS contracting community maintains its core competencies and knowledge of contracting services, and share its wealth of experience to provide consistent, expert service to our clients.

Mark Your Calendar!



20th Annual GSA Child **Care Training Conference** July 21-23, 2009

Buena Vista Palace Hotel 1900 Buena Vista Drive. Lake Buena Vista, Florida For more information: Visit www.gsa.gov/childcare or call the conference hotline at (202) 501-3965





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Spring 2009

Focus is published quarterly by: PBS Office of Customer Service (3PB) r3.custserv@gsa.gov We welcome your ideas and feedback.

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Focus on the Web at: www.gsa.gov/midatlanticfocus





